

ABM Training Centre

Learner Appeals Procedure (Assured Course)

Version 1:1

Date: 18/06/2025

1. Purpose

The ABM Training Centre Appeals Procedure provides a structured process for learners who believe their coursework has not been assessed fairly. This ensures transparency, consistency, and alignment with ILM accreditation requirements while maintaining the highest standards of quality assurance.

2. Scope

This procedure applies to all learners enrolled in ILM-accredited and CPD courses at the ABM Training Centre. Appeals may be submitted in relation to:

- Assessment decisions where the learner believes the outcome is unfair or incorrect.
- Procedural issues during the assessment process that may have affected the result.
- Bias or inconsistency in marking or feedback.

- Administrative errors that impact assessment outcomes.

3. Appeals Process

Stage 1: Informal Resolution (Review with Assessor)

Before submitting a formal appeal, learners should informally discuss their concerns directly with their assessor/tutor within 10 working days of receiving their assessment/results.

- The assessor/tutor will review the feedback and assessment decision.
- If an error or misunderstanding is identified, the assessor may adjust the grade accordingly.
- If the learner is not satisfied with the outcome, they may proceed to Stage 2.

Timeframe: Resolution within 5 working days of the concern being raised.

Stage 2: Formal Appeal (Internal Review)

If the issue is not resolved at Stage 1, the learner may submit a formal appeal.

- Appeals must be submitted in writing via email to the Training Centre Coordinator (training@associationofbusinessmentors.org) within 5 working days of the outcome of Stage 1.
- The appeal must include:

- The course/module title.
 - The reason for appeal and specific concerns.
 - Any supporting evidence (e.g., feedback from the assessor, correspondence, or references to course materials).
- The Internal Quality Assurer (IQA) will review the appeal and assessment, ensuring ILM and internal quality standards were followed.
- The learner will receive a written response detailing the outcome.

Timeframe: Decision communicated within 10 working days of appeal receipt.

Stage 3: Independent Review (Final Appeal Panel)

If the learner is not satisfied with the Stage 2 decision, they may request a final review by an independent internal appeal panel within 10 working days of receiving the internal review (Stage 2) outcome.

- The panel will include:
 - A senior representative from the ABM Training Centre.
 - An independent external ILM-qualified assessor.
- The panel will conduct a full review of the assessment process, marking criteria, and appeal evidence.
- A final decision will be made and communicated to the learner.
- If the appeal is upheld, appropriate corrective action will be taken (e.g., re-assessment or grade adjustment).

Timeframe: Final decision issued within 15 working days of Stage 3 receipt.

4. Record-Keeping and Confidentiality

- All appeals and decisions will be documented and retained for three years for audit and quality assurance purposes.
- Appeals will be handled confidentially, and outcomes will not affect the learner's future learning experience or opportunities.

5. Policy Review

This policy will be reviewed every three years, or earlier if the need arises.

Document Version History			
1.0	29/01/2025	Liz King	First Draft
1.1	30/01/2025	Liz King	Incorporated Feedback
1.2	180625	Liz King	Assurance Version